MEETING NOTES

**Dipple Medical Centre Patient Participation Group**

**Date/venue:** Thursday 23 May 2019 at Pitsea Library

**Attendees:** Maggie Venn - South Wing Surgery DMC

Sandra Acott – Practice Manager, East and West Wing

 Simon Johnson – Co-ordinator, Heart of Pitsea (PPG Co-ordinator)

 Gill Buttwell – Administrator, Heart of Pitsea (minute taker)

**Apologies:** Jane Hill – Patient, West Wing Surgery

Rob Hill – Patient, West Wing Surgery

**ACTIONS FROM LAST MEETING**

**Incorrect appointment timings sent via the SMS reminder service:** Kate to investigate SMS reminder service with Sandra and making ‘same day’ appointment booking procedure consistent across all practices.

**ACTION ONGOING**

**SURGERY NEWS AND UPDATES**

**East and West Wing Surgery:** Dr Sims & Partners Surgery has merged with Malling Health. The 2 surgeries are now known as East and West Wing Surgery, with a partnership between 4 doctors: Dr Sims/Dr Behn/Dr Haque/Dr Balogun.

**South Wing Surgery:** It was clarified that Dr Nasah isn’t retiring. The Surgery is still experiencing a shortfall in appointment availability.

Both surgeries reported a concerning increased level of abuse to staff.

**ACTION: Simon to create an anti-abuse poster for display in the foyer.**

**HEALTH ‘CONFERENCE’ EVENTS**

The CCG had signposted 2 NELFT NHS Foundation Trust staff to give a talk about respiratory problems. However,

without suggestions of any other organisations/providers that could take part, it was felt that this would not be enough

to create a successful event.

**ACTION: Event idea to be taken forward for discussion for one more PPG meeting**.

**ANY OTHER BUSINESS**

**September Health Market**

The event is held in the Dipple Foyer, which has space for approximately 10 organisations. Stalls suggested: Respiratory, dementia, obesity, local pharmacies, organisations that promote patient self-help and health awareness websites. Dates suggested: Monday 16 September or a Saturday Clinic (i.e. Flu Jab clinic day).

**ACTION: Gill to email surgeries regarding date suggestions.**

**PPG Patient Recruitment**

Recruitment remains a problem.

**ACTION: Posters to be created. Sandra’s partner could possibly help with design.**

**First Aid Courses**

Heart of Pitsea has recently funded a number of organisations to provide free First Aid Courses for pupils at primary and secondary schools in Pitsea. It was felt that if the Health Conference doesn’t go ahead, it might be beneficial to hold First Aid Courses at the Dipple – both general first aid courses and first aid for parent courses. Both might be held after surgeries close. Parent First Aid courses could potentially be provided free of charge by Parent’s 1st, and it was suggested that these are held in the summer. General First Aid courses would require funding (to be requested from Heart of Pitsea) and suggested to be held on the 1st Tuesday in November with promotion at the September Health Market.

**ACTION: Surgeries to provide thoughts on hosting First Aid Courses to Sandra Acott. Simon to contact organisations re availability.**

**NEXT MEETING**

Date to be arranged